

ASSISTANT VILLAGE ADMINISTRATOR/PERFORMANCE & INFORMATION SERVICES REPORTS

August 23, 2010

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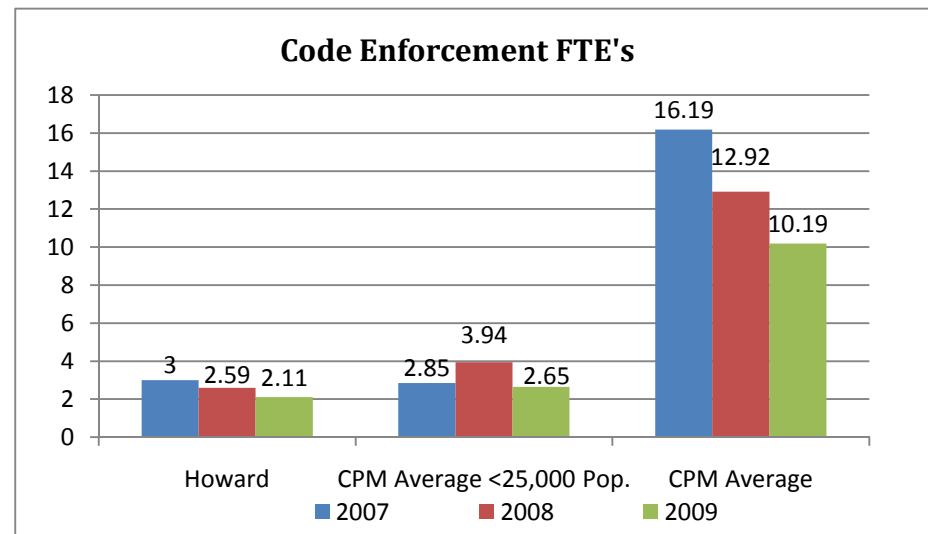
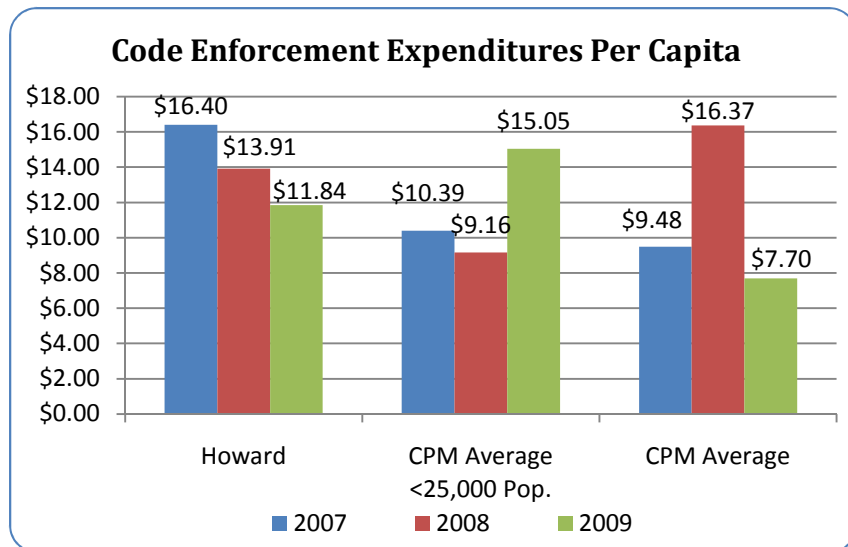
Report Regarding FY 2009 Code Enforcement Performance Measurement Data

As part of Howard’s “VillageTrack” initiative, I will be providing performance measurement reports for the service areas for which we collect data. I will provide one or two reports per meeting for the next four months in preparation for budget discussions. I will also be reviewing the data with the respective executive directors to assess data and establish benchmarks for the upcoming fiscal year. Below you will find performance measurement dashboards along with brief narratives for the Code Enforcement service areas.

Expenditures per Capita & FTE's

The graph below/left depicts total expenditures for code enforcement activities (bldg. inspections, nuisance inspections, site plan reviews, etc.). As you can see the cost per capita for code enforcement has decreased by \$2.07 from FY 2008 and by \$4.56 since 2007. This can be largely attributed to a reduction in the number of Code Enforcement FTE's as depicted in the FTE graph below/right.

Unlike last year, the Village’s expenditures per capita for code enforcement is now \$3.21 less than the national average for communities our size. For benchmarking purposes, the most similar community to Howard in the CPM consortium is **Raymore, Missouri** (Population 16,544 and 17.52 square miles in size). Raymore’s cost per capita for code enforcement services is \$6.87. Village staff will strive to maintain its code enforcement expenditures per capita and stay below the average expenditures per capita for communities with a population under 25,000.

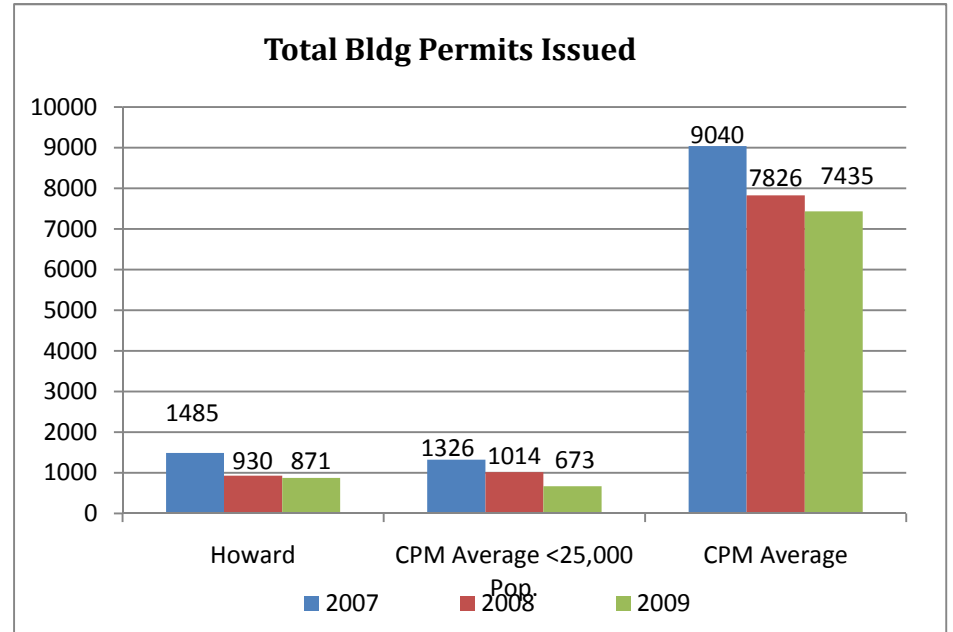
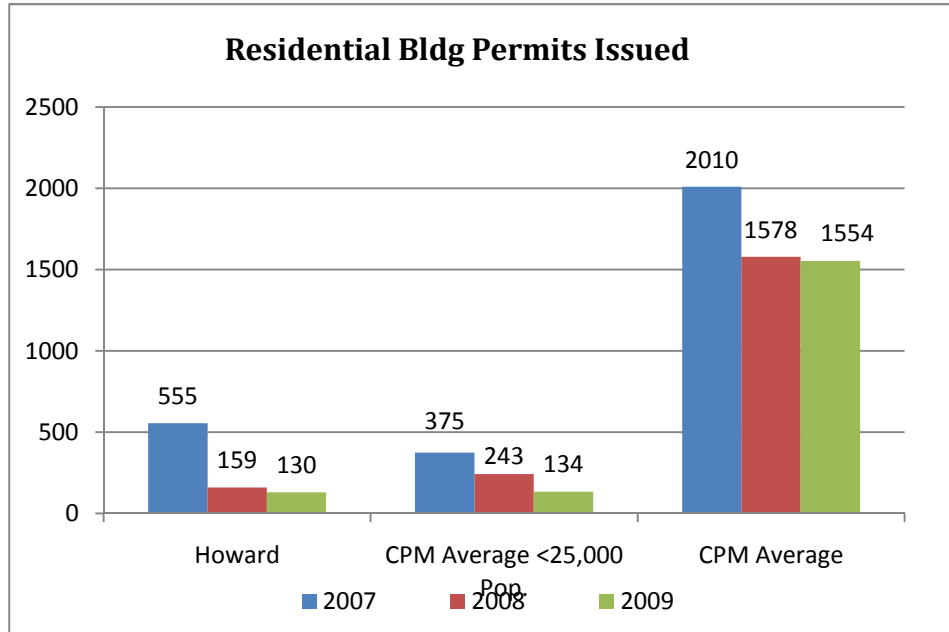


Building Permits & Valuation

In FY 2009, the Village of Howard issued 871 building (residential, commercial, plumbing, electrical, HVAC, other) permits, down from 930 in FY 2008. The breakdown for the 871 building permits issued is as follows: 130 residential, 29 commercial, 131 plumbing, 179 electrical, 30 demolition and 372 other. In 2009, 48 new single-family homes were constructed. To date in 2010, we have already surpassed our 2009 new single-family homes figures as we have issued 60 new-single family home permits.

The total number of permits issued is greater than the CPM average for communities with populations between 10,000 and 25,000. Our benchmark community, Raymore, MO issued a total of 365 permits in FY 2009.

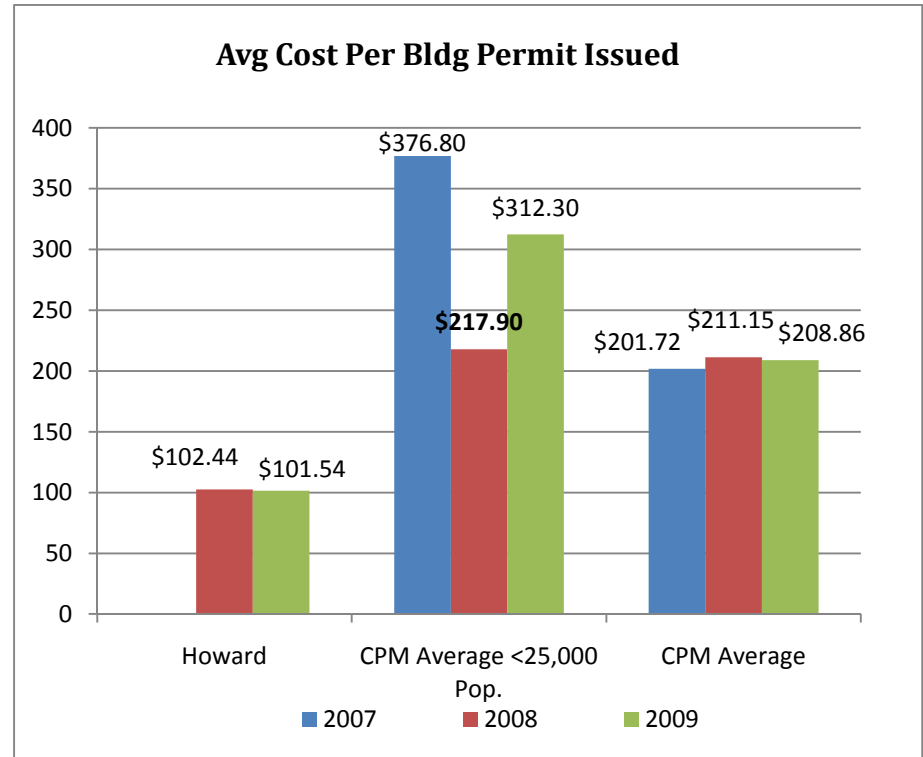
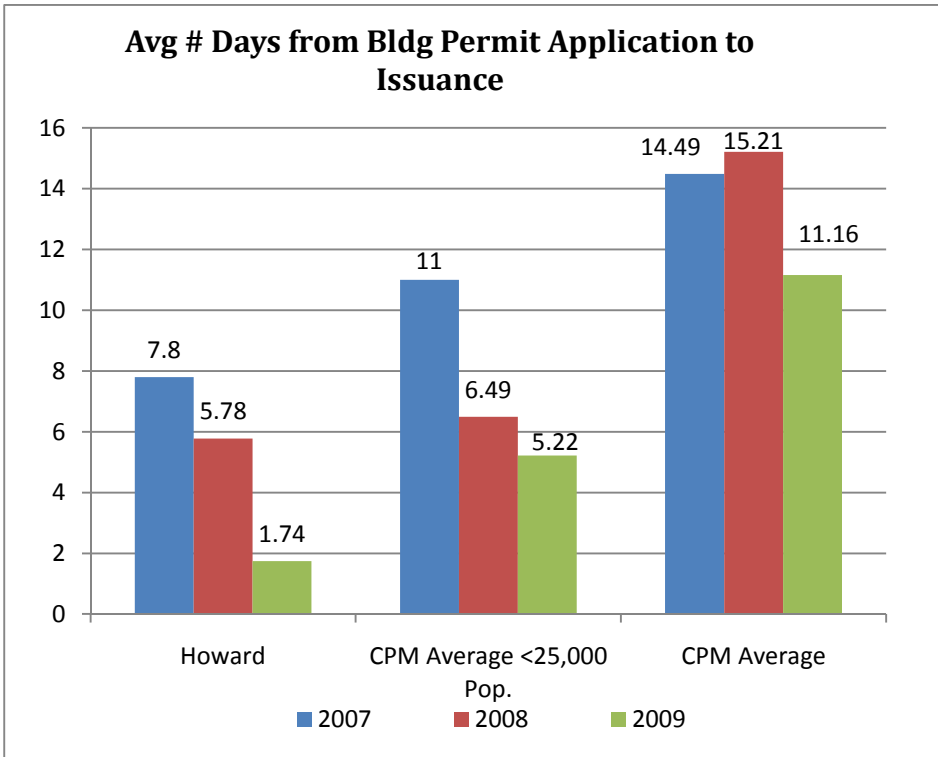
The number of permits issued and valuation of permits issued is largely out of the control of the Village of Howard. In the coming fiscal years the Village will strive to maintain and/or increase the total number of permits issued and total valuation. The Village has taken several progressive steps to encourage economic growth during the past few months. The Small Biz Partnership recently issued a \$10,000 loan to Donna's Hair Gallery to renovate the former Hansen's Deli building on Velp Avenue. Ideally, this initiative will continue to encourage growth and help increase both the number of permits issued and the value of issued building permits.



Building Permit Issuance Efficiency Measures

Despite the reduction in number of permits issued and valuation of permits, the Village of Howard's code enforcement department continues to review and issue permits in an extremely efficient and cost-effective manner. The average number of days it takes our code enforcement staff to review and issue permits from the date of receipt is less than two days. Our department reviews and issues permits nearly four days faster than other communities of similar size. Raymore, MO issues permits within three days of receipt. *The Village's Code Enforcement Department has reduced the number of days it takes to issue a building permit in each year since the Village Board adopted the Service Excellence Policy in 2007.*

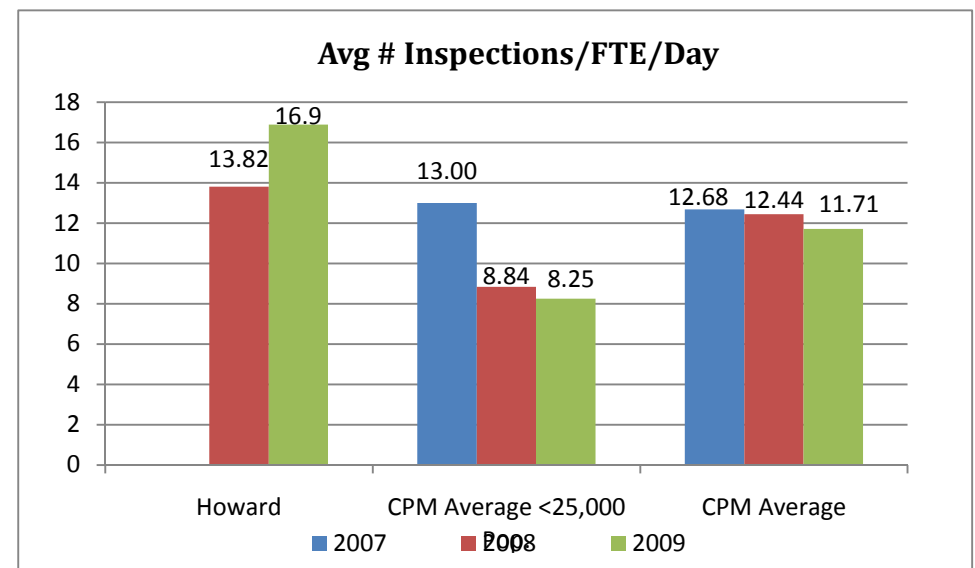
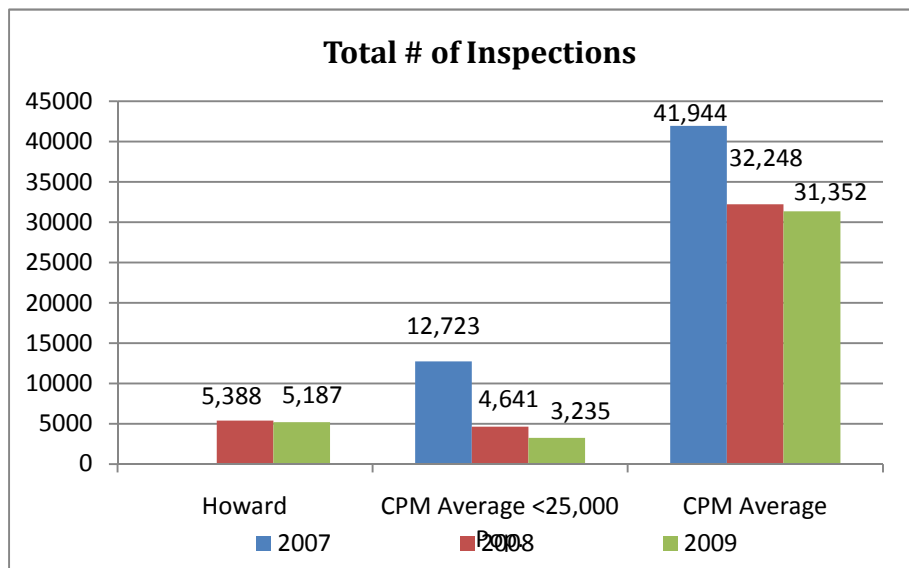
In addition to the expedient manner in which our code enforcement department issues permit, the department also has one of the lowest costs per building permit issued at \$101.54. This is well below the CPM average for communities of similar size, which is \$312.30. The primary reason for the lower cost per permit issued is the number of FTE's (2) in the code enforcement department. The national average number of code enforcement FTE's is 4.69. The cost per building permit issued for Raymore, MO is \$125.30.



Building Inspections

In FY 2009, the code enforcement department conducted 5,187 inspections (building, HVAC, electrical, plumbing, etc.). This figure is down from 2008 as a result of fewer permits being issued. The Howard code enforcement department is conducting, on average, 1,952 more inspections than the average number of inspections for communities of similar size. Despite the fact that the department is conducting fewer inspections than last year, it is good to see that our department is conducting far more inspections than the national average, which means that more construction is happening in Howard than across the rest of the country. In FY 2009, Raymore, MO conducted 3,150 total inspections.

From an inspection efficiency standpoint, Howard is above both the national average and the average for communities of similar size. The average number of inspections per FTE per day for Howard's code enforcement department is 16.9, which is more than double the number of inspections per FTE for communities of similar size. Each FTE in Raymore, Missouri conducts, on average, 6.32 inspections per day. The Village should continue to monitor this trend in the coming years, especially if the economy picks back up. If our building inspector's workload continues to increase, the quality of inspection may decrease. If the number of inspections per FTE per day reaches twenty; the Village may want to consider hiring a part-time building inspector to help with the workload.



Nuisance Violations

In FY 2009, the average number of days between a nuisance reported in the Village of Howard and voluntary compliance was 12.8 days, down from 18.5 days in 2008. The CPM average for this measure for communities with populations under 25,000 was 18.6 days. A potential reason why Howard's figure decreased in 2009 could be due to the fact that the Village had a part-time code enforcement officer specifically assigned to nuisance complaints. This position is currently vacant and the Village should monitor this statistic in 2010 to determine if a part-time code enforcement officer position is warranted. If this figure exceeds 18.5 in 2010, the Village may want to consider hiring a part-time code enforcement officer to address nuisance complaints.

One service area not tracked by the Center for Performance Measurement is response time to nuisance complaints. As part of the Village's Service Excellence platform, we have established a service level agreement stating that we will respond (verbally or in writing) to nuisance complaints within two business days. The code enforcement's average response time to nuisance complaints in FY 2008 was 1.91 days. In 2009, the average response time to nuisance complaints was less than 1 day (0.93 days). In future years the code enforcement department will strive to continue to reduce the number of days from nuisance complaint to voluntary compliance and maintain or reduce response times to nuisance complaints.

